

MCX/SEC/2424

September 03, 2024

The Dy. General Manager  
**Corporate Relations & Service Dept.**  
BSE Limited,  
P.J. Towers, Dalal Street,  
Mumbai - 400001

**Scrip code: 534091, Scrip ID: MCX**

**Subject: Business Responsibility and Sustainability Reporting for the Financial Year 2023-24**

Dear Sir/Madam,

In terms of the requirements of Regulation 34(2)(f) of the SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015, we are submitting herewith the Business Responsibility and Sustainability Report for the Financial Year 2023-24. The BRSR also forms part of the Annual Report for the Financial Year 2023-24, submitted to the exchange vide letter dated 03<sup>rd</sup> September 2024.

The same is also available on the Company's website: [www.mcxindia.com](http://www.mcxindia.com)

Kindly take the same on record and acknowledge receipt.

Thanking you,

Yours faithfully,

**For Multi Commodity Exchange of India Limited**

**Manisha Thakur**  
**Company Secretary**

*Encl: As above*

# Business Responsibility & Sustainability Report

## SECTION A: GENERAL DISCLOSURES

### I. DETAILS

1.	<b>Corporate Identity Number (CIN) of the Company</b>	L51909MH2002PLC135594
2.	<b>Name of the Listed entity</b>	Multi Commodity Exchange of India Limited
3.	<b>Year of Incorporation</b>	2002
4.	<b>Registered office address</b>	Exchange Square, Chakala, Suren Road, Andheri (East), Mumbai – 400093, Maharashtra, India.
5.	<b>Corporate office address</b>	Exchange Square, Chakala, Suren Road, Andheri (East), Mumbai – 400093, Maharashtra, India.
6.	<b>E-mail ID</b>	info@mcxindia.com
7.	<b>Telephone</b>	+91-22-6731 8888 / +91-22-6649 4000
8.	<b>Website</b>	<a href="http://www.mcxindia.com">www.mcxindia.com</a>
9.	<b>Financial year for which reporting is being done</b>	01 <sup>st</sup> April 2023 – 31 <sup>st</sup> March 2024
10.	<b>Name of the Stock Exchange(s) where shares are listed</b>	BSE
11.	<b>Paid-up capital</b>	₹ 5,099.84 Lakh
12.	<b>Name and contact details of the person who may be contacted in case of any queries on the BRSR report</b>	Name: Mr. Praveen DG, Chief Risk Officer Email ID: praveen.d@mcxindia.com Contact no.: +91-22-6731 8888 / +91-22-6649 4000
13.	<b>Reporting boundary</b>	Disclosures made in this report are on standalone basis.
14.	<b>Name of assurance provider</b>	NA
15.	<b>Type of assurance obtained</b>	NA

### II. PRODUCTS / SERVICES

#### 16. Details of business activities

S.No.	Description of Main Activity	Description of Business Activity	% Of Turnover of the entity
1.	Offers platform for trading in varied commodity derivative contracts across product segments including	Facilitates online trading of commodity futures and options, data feed subscription and membership.	87%
2.	bullion, industrial metals, energy, agricultural commodities, and indices.	Investment income through deployment of surplus funds in assets such as fixed deposits, perpetual bonds, various debt schemes of mutual funds, tax-free bonds, and government securities.	10%

#### 17. Products/services sold by the entity.

Sr No.	Product/Service	NIC Code	% of total Turnover contributed
1	Administration of Financial Markets	6611	87%
2	Income from investment activities	-	10%

### III. OPERATIONS

#### 18. Number of locations where plants and/or operations/offices of the entity are situated:

Location	Number of plants	Number of offices	Total
National	Not Applicable *	11	11
International	-	-	-

\* The Company does not undertake any manufacturing activity

**19. Markets served by the entity:**

**a. Number of locations**

Locations	Number
National (No. of States)	Pan-India
International (No. of Countries)	-

**b. What is the contribution of exports as a percentage of the total Turnover of the entity?**

Not applicable.

**c. A brief on types of customers:**

MCX provides a secured, efficient and transparent platform for trading in commodity derivatives contracts. The customers of the Company are its members and their clients. The types of customers (participants) include participants from commodity value chain (hedgers), financial institutions, foreign portfolio investors, proprietary traders, investors, Farmer Producer Organizations (FPOs) / farmers among others.

**IV. EMPLOYEES**

**20. Details as at the end of Financial Year: 31<sup>st</sup> March 2024**

**a. Employees and workers\* (including differently abled)**

S. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B/A)	No. (C)	% (C/A)
<b>EMPLOYEES</b>						
1.	Permanent (D)	353	285	81%	68	19%
2.	Other than Permanent (E)	57	44	77%	13	23%
3.	<b>Total employees (D + E)</b>	<b>410</b>	<b>329</b>	<b>80%</b>	<b>81</b>	<b>20%</b>

**b. Differently abled employees and workers\***

S. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B/A)	No. (C)	% (C/A)
<b>DIFFERENTLY ABLED EMPLOYEES</b>						
1.	Permanent (D)	2	1	50%	1	50%
2.	Other than permanent (E)	-	-	-	-	-
3.	<b>Total differently abled employees (D + E)</b>	<b>2</b>	<b>1</b>	<b>50%</b>	<b>1</b>	<b>50%</b>

\*Note: The Company does not have any 'worker', as defined in the guidance note on BRSR, issued by SEBI (Securities Exchange Board of India).

**21. Participation/Inclusion/Representation of women (as on 31<sup>st</sup> March 2024).**

Particulars	Total (A)	No. and percentage of Females	
		No. (B)	% (B/A)
Board of Directors	9	2	22.22%
Key Management Personnel (other than BOD)	25	4	16.00%

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22. Turnover rate for permanent employees

Particulars	FY24 (Turnover rate in current FY)			FY23 (Turnover rate in previous FY)			FY22 (Turnover rate in the year prior to the previous FY)		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	28%	18%	26%	30%	30%	30%	23%	31%	24%

V. HOLDING, SUBSIDIARY AND ASSOCIATE COMPANIES (INCL. JOINT VENTURES)

23. (a) Names of holding / subsidiary / associate companies / joint ventures as of 31<sup>st</sup> March 2024:

S. No.	Name of the holding / subsidiary / associate companies / joint ventures (A)	Indicate whether holding / subsidiary / associate / joint venture	% Of shares held by listed entity	Does the entity indicated at column A, participate in the Business Responsibility initiatives of the listed entity? (Yes/No)
1	Multi Commodity Exchange Clearing Corporation Ltd.	Subsidiary	100%	No, these entities have their own business responsibility initiatives and generally do not participate in business responsibility initiatives of the Company.
2	CDSL Commodity Repository Limited	Associate	24%	
3	India International Bullion Exchange	Associate	20%	

VI. CSR DETAILS

24. (i) Whether CSR is applicable as per section 135 of Companies Act, 2013: Yes

(ii) Turnover (in ₹) ₹ 67,124 Lakhs

(iii) Net worth (in ₹) ₹ 1,55,019 Lakhs

VII. TRANSPARENCY AND DISCLOSURE COMPLIANCES

25. Complaints/Grievances on any of the principles (Principles 1 to 9) under the National Guidelines on Responsible Business Conduct (NGRBC):

Stakeholder group from whom complaint is received	Grievance Redressal Mechanisms in Place (Yes/No) (If yes, then provide web-link for grievance redress policy) #	FY24 Current Financial Year			FY23 Previous Financial Year		
		Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks	Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks
Communities	Yes	-	-	-	-	-	-
Investors (other than shareholders)	Yes	-	-	-	-	-	-
Shareholders	Yes	9	-	-	8	-	-
Employees & Workers	Yes	-	-	-	-	-	-
Customers (Members)	Yes	Member Calls:578 Emails:29			Member Calls:1029 Emails:46	-	-
Customer (Investor - Client Grievances)	Yes	329	32*	-	234	12*	-
Customer (Arbitration)	Yes	17	0	-	43	13*	-

Stakeholder group from whom complaint is received	Grievance Redressal Mechanisms in Place (Yes/No) (If yes, then provide web-link for grievance redress policy) #	FY24 Current Financial Year			FY23 Previous Financial Year		
		Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks	Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks
Customer (Appellate Arbitration)	Yes	5	0	-	8	2*	-
Value Chain Partners	Yes	-	-	-	-	-	-
Others	Yes	-	-	-	-	-	-

**Note:** #Grievance redressal policies are available on the Company’s website at <https://www.mcxindia.com/investor-relations/corporate-governance>

The Grievance Redressal Policy relating to Employees is available on the Company’s intranet.

\*Complaints pending as at the financial year end, but subsequently resolved.

**26. Overview of the entity’s material responsible business conduct issues**

**Please indicate material responsible business conduct and sustainability issues pertaining to environmental and social matters that present a risk or an opportunity to your business, rationale for identifying the same, approach to adapt or mitigate the risk along-with its financial implications:**

Sr No.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk/opportunity	Approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
1.	Enlisting commodity derivatives	Opportunity	<ul style="list-style-type: none"> <li>Price risk management provides a key social objective.</li> <li>Enlisting of more commodity derivatives provides for transparent pricing and equal opportunity for all sections of participants.</li> <li>Empanelling of domestic refiners as good delivery brands supports the government’s Atmanirbhar Bharat mission.</li> <li>Encourages physical market participants to pass on benefits of price hedging &amp; transparency to consumers.</li> <li>Ready availability of reference rates to pan Indian markets</li> </ul>	<ul style="list-style-type: none"> <li>Continuous price dissemination through various channels helps in mitigating disinformation.</li> <li>Enhancement of participation, market liquidity and depth, products, and improvements in ease of doing business.</li> </ul>	Positive <ul style="list-style-type: none"> <li>Setting of standards for domestic entities boosts quality consciousness.</li> <li>Encourages efficient and transparent pricing pan India.</li> <li>Given the unorganized and fragmented physical commodity markets, there is immense scope to improve efficiencies, competitiveness and support infrastructure through Spot and Derivatives market integration.</li> </ul>
2.	Social responsibility	Opportunity	The Company had formalized a process of earmarking a portion of its profits each year to support projects, which fulfil a social obligation. Key areas of CSR activities in FY23-24 were: <ol style="list-style-type: none"> <li>Healthcare</li> <li>Education</li> <li>Persons with disabilities</li> <li>Livelihood</li> </ol>	<ul style="list-style-type: none"> <li>Kindly refer to the Annual Report FY23-24 – Report on Corporate Social Responsibilities Activities for further details.</li> </ul>	Positive <ul style="list-style-type: none"> <li>The Company recognizes the importance of being socially responsible and plays a part in helping to uplift the less fortunate.</li> </ul>

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### SECTION B: MANAGEMENT AND PROCESS DISCLOSURES

The National Guidelines for Responsible Business Conduct (NGRBC) as prescribed by the Ministry of Corporate Affairs advocates nine principles referred as P1- P9 as given below:

<b>P1</b>	Businesses should conduct and govern themselves with integrity in a manner that is ethical, transparent, and accountable
<b>P2</b>	Businesses should provide goods and services in a manner that is sustainable and safe
<b>P3</b>	Businesses should respect and promote the well-being of all employees, including those in their value chains
<b>P4</b>	Businesses should respect the interests of and be responsive towards all its stakeholders
<b>P5</b>	Businesses should respect and promote human rights
<b>P6</b>	Businesses should respect, protect, and make efforts to restore the environment
<b>P7</b>	Businesses when engaging in influencing public and regulatory policy, should do so in a manner that is responsible and transparent
<b>P8</b>	Businesses should promote inclusive growth and equitable development
<b>P9</b>	Businesses should engage with and provide value to their consumers in a responsible manner

This section is aimed at helping businesses demonstrate the structures, policies and processes put in place towards adopting the NGRBC Principles and Core Elements.

Disclosure questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
<b>Policy and management processes</b>									
1. Whether your entity's policy /policies cover each principle and its core elements of the NGRBCs. (Yes/No)	Yes								
b. Has the policy been approved by the Board? (Yes/No)	Yes. Policies are approved by Board/ Board Committees as applicable and internal policies are approved by MD & CEO.								
c. Web Link of the Policies, if available	<a href="https://www.mcxindia.com/investor-relations/corporate-governance">https://www.mcxindia.com/investor-relations/corporate-governance</a> Some policies may also include a combination of internal policies of the Company which are accessible to all internal stakeholders and the policies are placed on the website or Company's intranet.								
2. Whether the Company has translated the policy into procedures. (Yes / No)	Yes, the Company has translated the policies as applicable and imbibed the same into procedures and practices.								
3. Do the enlisted policies extend to your value chain partners? (Yes/No)	Yes, relevant policies are applicable to stakeholders/value chain partners.								
4. Name of the national and international codes / certifications/ labels / standards (e.g., Forest Stewardship Council, Fairtrade, Rainforest Alliance, Trustee) standards (e.g., SA 8000, OHSAS, ISO, BIS) adopted by your entity and mapped to each principle.	ISO 9001 Quality Management System, ISO 14001 Environment Management System, ISO/IEC 27001 Information Security Management System, IOSCO Principles for Financial Benchmarks, BIS IS 17278 2019, etc.								
5. Specific commitments, goals and targets set by the entity with defined timelines, if any	Yes, as applicable, and relevant.								
6. Performance of the entity against the specific commitments, goals, and targets along-with reasons in case the same are not met.	Performance of each of the principles is reviewed periodically by various Committees/Board/ MD &CEO and /or senior management of the Company.								

## Governance, Leadership and Oversight

### 7. Statement by director responsible for the business responsibility report, highlighting ESG related challenges, targets, and achievements:

#### Environmental Responsibility

The Company is committed to minimizing its environmental impacts through efficient use of natural resources, including electricity, which is the key touch point of the Company's technology driven business. The Company is governed by an effective Environmental Policy. It believes that in order to meet the objectives of its Environmental Policy, employee commitment is imperative. The Company constantly endeavours to create awareness amongst employees and encourages them to adopt conservation practices on an ongoing basis. The Company is ISO 14001 certified and continues to monitor its Environment Management Plan, developed based on the Environment Review conducted annually, to assess the impact of the Company's activities.

The Company has also developed an E-Waste Policy for the safe disposal of e-waste from its premises and has tie-ups with authorized e-waste recyclers to dispose off the e-waste in an eco-friendly manner. Further, the e-waste disposal is minimized by adopting best practices in maintenance and re-use of resources. Other initiatives implemented by the Company to save the environment are Installation of Emission Control device on DGs. Environment monitoring through Smoke emission test, Ambient air Quality noise pollution test & water test, cold fogging and password enabled printer to minimize wastage of paper.

#### Corporate Social Responsibility (CSR)

The key focus areas are identified by the CSR Committee, the Company regularly aligns its CSR focus and strategy and strives to constantly expand its CSR outreach, for the inclusive growth and development of the less privileged in society. The Company stresses upon the need for executing CSR projects in improving health, promoting education, and improving the quality of life for the elderly and differently abled.

The Company has made specific allocations towards supply of medical support to provide timely and affordable healthcare to destitute women. Other interventions include support for classroom construction, students' education material like books, stationery, school dress for underprivileged students and also running cost of the school like salary, electricity bill, internet bill etc. Further Company has provided modified school bus to Non-Governmental Organizations (NGOs) which cater to disabled/ marginalized students for traveling from their respective homes to the centers/ school. The interventions during the year epitomize the conviction of the Company to serve and empower the needy communities and in turn help them also to contribute towards the development of the nation.

### 8. Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy.

MD & CEO (as on 31<sup>st</sup> March 2024)

### 9. Does the entity have a specified Committee of the Board/ Director responsible for decision making on sustainability related issues? (Yes / No). If yes, provide details.

Yes. The MD & CEO (executive director) and senior management of the Company monitor various aspects of social, environmental, governance and economic responsibilities on a continuous basis. The same is assessed by the respective Committees of the Board such as:

- a) The Audit Committee.
- b) The Corporate Social Responsibility Committee; and
- c) The Stakeholders Committee.

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In addition, the Risk Management Committee also assesses risks pertaining to certain principles of BRSR as identified by the Chief Risk Officer of the Company.

### 10. Details of Review of NGRBCs by the Company:

Subject for Review	Indicate whether review was undertaken by Director / Committee of the Board/ Any other Committee					Frequency (Annually/ Half yearly/ Quarterly/ Any other – please specify)			
	P1	P2	P3	P4	P5	P6	P7	P8	P9
<b>Performance against above policies and follow up action</b>	Policies and procedures are reviewed periodically or on a need basis by the department heads and the management. During this assessment period, policies are reviewed and necessary changes to policies and procedures are accordingly implemented.								
<b>Compliance with statutory requirements of relevance to the principles, and rectification of any non-compliances</b>	The Company is in compliance with the regulations as applicable except: <ol style="list-style-type: none"> <li>The Company has complied with the applicable regulations pertaining to corporate governance and disclosures as specified under Companies Act, 2013, SEBI LODR (Listing Obligations and Disclosure Requirement) Regulations, 2015 and SEBI Securities Contracts (Regulations) (Stock Exchanges &amp; Clearing Corporation) Regulation, 2018.</li> <li>The Exchange is in the process of appointing the Managing Director &amp; Chief Executive Officer. Until the appointment of MD &amp; CEO, the Board has <i>delegated / entrusted powers of the management of the affairs of the Company to an Executive Committee</i> comprising of Mr. Manoj Jain - Chief Operating Officer, Mr. Rishi Nathany – Chief Business Officer, Mr. Sunil Batra – Chief Technology Officer and Ms. Kavita R – Chief Regulatory Officer.</li> </ol>								

### 11. Has the entity carried out independent assessment/ evaluation of the working of its policies by an external agency?

The evaluation of the working of policies is generally done through an internal mechanism. The Company is a regulated entity, SEBI being our regulator, it carries out inspection for each financial year, wherein, besides the operations of the Company, an independent evaluation of the working of the Statutory Committees and policies is undertaken by them.

## SECTION C: PRINCIPLE WISE PERFORMANCE DISCLOSURES

### Principle 1 Businesses should conduct and govern themselves with integrity, and in a manner that is Ethical, Transparent and Accountable

#### Essential Indicators

#### 1. Percentage coverage by training and awareness programmes on any of the principles during the financial year

Segment	Total number of training and awareness programmes held	Topics/ principles covered under the training and its impact	% Of persons in respective category covered by the awareness programmes
Board of Directors	8	During the year, the Board of Directors of the Company spent approximately 24 hours on various familiarisation programmes, attended by multiple directors, comprising organisations history and its operations, information about all the products, segments, etc.; functioning of various departments of the Company. Training sessions were also held for Cyber Security, Prevention of Money Laundering Act, 2002, among others. In addition, a monthly newsletter is shared with all the Board members apprising them on developments in the International and Domestic Commodity Derivatives Market.	Not quantifiable, as trainings were scheduled at different point in time for Directors



Segment	Total number of training and awareness programmes held	Topics/ principles covered under the training and its impact	% Of persons in respective category covered by the awareness programmes
Key managerial Personnel (KMP)	29	Fire and safety Awareness training, Cyber security awareness, ISO 9001 Quality Management System, ISO 14001 Environment Management System, ISO 22301 Business Continuity Management System, ISO/IEC 27001 Information Security Management System Awareness training, etc.	56%
Employees other than Board of Directors or KMPs	29	Fire and safety Awareness training, Cyber security awareness, ISO 9001 Quality Management System, ISO 14001 Environment Management System, ISO 22301 Business Continuity Management System, ISO/IEC 27001 Information Security Management System Awareness training, etc.	63%

**2. Details of fines / penalties /punishment/ award/ compounding fees/ settlement amount paid in proceedings (by the entity or by directors / KMPs) with regulators/ law enforcement agencies/ judicial institutions, in the financial year, (Note: the entity shall make disclosures on the basis of materiality as specified in Regulation 30 of SEBI (Listing Obligations and Disclosure Obligations) Regulations, 2015 and as disclosed on the entity’s website):**

Monetary					
Particulars	NGRBC Principle	Name of the regulatory / enforcement agencies / judicial institutions	Amount in INR	Brief of the Case	Has an appeal been preferred? (Yes/No)
Penalty			Nil		
Settlement			Nil		
Compounding Fee	P1	Reserve Bank of India (RBI)	4,50,000	MCX had divested its balance stake of 500 shares in Dubai Gold Exchange (DGCX) in 2018. RBI had observed that the Company had sold the shares under automatic route and not under prior approval route, a contravention under Regulation 16 (i)(vi) read with Regulation 16 (3) of FEMA 120 and the same has been compounded by RBI with a compounding fee of ₹ 4,50,000/- vide order dated 25/01/2024	NA
Non-Monetary					
	NGRBC Principle	Name of the regulatory/ enforcement agencies/ judicial Institutions		Brief of the case	Has an appeal been preferred? (Yes/No)
Imprisonment			Nil		
Punishment			Nil		

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3. **Of the instances disclosed in Question 2 above, details of the Appeal/ Revision preferred in cases where monetary or non-monetary action has been appealed.**

Nil.

4. **Does the entity have an anti-corruption or anti-bribery policy? If yes, provide details in brief and if available, provide a web-link to the policy.**

The Company's Code of Ethics, and Anti-Corruption and Anti-Bribery Policy describe Company's zero tolerance towards bribery and corruption. Further, anti-bribery aspects are also covered in our HR manual. Anti-Corruption and Anti-Bribery Policy is available on the Company's website under Corporate Governance section of Investor Relations (<https://www.mcxindia.com/investor-relations/corporate-governance>).

5. **Number of Directors/KMPs/employees against whom disciplinary action was taken by any law enforcement agency for the charges of bribery/ corruption:**

Nil.

6. **Details of complaints with regard to conflict of interest:**

Particulars	FY24 (Current Financial Year)		FY23 (Previous Financial Year)	
	Number	Remarks	Number	Remarks
Number of complaints received in relation to issues of Conflict of Interest of Directors	Nil	Nil	Nil	Nil
Number of complaints received in relation to issues of Conflict of Interest of KMPs	Nil	Nil	Nil	Nil

7. **Provide details of any corrective action taken or underway on issues related to fines/ penalties/ action taken by regulators/ law enforcement agencies/ judicial institutions, on cases of corruption and conflicts of interest.**

Nil.

8. **Number of days of accounts payables ((Accounts payable \*365) / Cost of goods/services procured) in the following format:**

	FY24 (Current Financial Year)	FY23 (Previous Financial Year)
Number of days of accounts payables	45	32

9. **Open-ness of business Provide details of concentration of purchases and sales with trading houses, dealers, and related parties along-with loans and advances & investments, with related parties, in the following format:**

Parameter	Metrics	FY24 (Current Financial Year)	FY23 (Previous Financial Year)
Concentration of Purchases	a. Purchases from trading houses as % of total purchases	Nil*	Nil*
	b. Number of trading houses where purchases are made from	Nil*	Nil*
	c. Purchases from top 10 trading houses as % of total purchases from trading houses	Nil*	Nil*

Parameter	Metrics	FY24 (Current Financial Year)	FY23 (Previous Financial Year)
Concentration of Sales	a. Sales to dealers / distributors as % of total sales	NA	NA
	b. Number of dealers / distributors to whom sales are made	NA	NA
	c. Sales to top 10 dealers / distributors as % of total sales to dealers / distributors	NA	NA
Share of RPTs in	a. Purchases (Purchases with related parties / Total Purchases)	0.15	0.21
	b. Sales (Sales to related parties / Total Sales)	0.15	0.13
	c. Loans & advances (Loans & advances given to related parties / Total loans & advances)	NA	NA
	d. Investments (Investments in related parties / Total Investments made)	0.25	0.23

\*Excludes purchases if any from MCXCCL

## LEADERSHIP INDICATORS

**1. Awareness programmes conducted for value chain partners on any of the principles during the financial year.**

MCX conducts different programmes across India on diverse themes to reach out to stakeholders and educate them about commodity markets, hedging and investment using exchange traded commodity derivatives.

During the year, the Company spent a great deal of time and effort in digital as well as physical training programmes for its various stakeholders to assist them to effectively use the Company’s platform. The digital training programmes proved to be cost effective, efficient, and convenient for stakeholders and also helped reduce paper consumption by the Company.

In FY23-24, MCX has conducted around 2700+ awareness programmes.

**2. Does the entity have processes in place to avoid/ manage conflict of interests involving members of the Board? (Yes/No) If yes, provide details of the same.**

Yes. The Company has in place a Policy relating to avoidance of conflict of interest by Directors and KMPs. Further, the Company takes necessary disclosures from each Director in relation to the same. Also, when a director is appointed, the Company conducts due diligence which includes details of conflict of interest, if any. Important issues if any, relating to conflict of interest are also placed in the Public Interest Directors (PID) meeting.

**Principle 2 Business should provide goods and services in a manner that is sustainable and safe**

**Essential indicators**

**1. Percentage of R&D and capital expenditure (capex) investments in specific technologies to improve the environmental and social impacts of product and processes to total R&D and capex investments made by the entity, respectively.**

Not applicable.

**2. a. Does the entity have procedures in place for sustainable sourcing? (Yes/No)**

Yes. As per the nature of the business materials purchased for operation is not significant. Company emphasizes on local suppliers to reduce the carbon footprint. Products are selected which are having minimum 5+ years of lifespan, wherever possible Company emphasizes on energy efficient products – desktops, servers, storages, lighting etc.

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**b. If yes, what percentage of inputs were sourced sustainably?**

23% with 5+Years product life.

**3. Describe the processes in place to safely reclaim your products for reusing, recycling, and disposing at the end of life, for (a) Plastics (including packaging) (b) E-waste (c) Hazardous waste and (d) other waste.**

Not applicable.

**4. Whether Extended Producer Responsibility (EPR) is applicable to the entity's activities (Yes / No). If yes, whether the waste collection plan is in line with the Extended Producer Responsibility (EPR) plan submitted to Pollution Control Boards? If not, provide steps taken to address the same.**

Not applicable.

**LEADERSHIP INDICATORS**

**1. Has the entity conducted Life Cycle Perspective/Assessments (LCA) for any of its products (for manufacturing industry) or for its services (for service industry)? If yes, provide details:**

NIC Code	Name of Product /Service	% of total Turnover contributed	Boundary for which the Life Cycle Perspective / Assessment was conducted	Whether conducted by independent external agency (Yes/No)	Results communicated in public domain (Yes/No) If yes, provide the web-link.
6611	Administration of Financial Markets (Commodity derivatives)	87%	The Commodity / Product life cycle is governed by the guidelines and policies laid by the regulator, SEBI which is listed out in the circular No SEBI/HO/CDMRD/DMP/CIR/P/2017/6 dated 20 <sup>th</sup> January 2017. Approval for renewal of contracts launch calendar are also granted by SEBI as per the SEBI policy & Regulations for relevant products	NA	Yes, Performance Review report of the commodity contracts are published annually as per SEBI guidelines on the Company's website in the Products section.

**2. If there are any significant social or environmental concerns and/or risks arising from production or disposal of your products / services, as identified in the Life Cycle Perspective/Assessments (LCA) or through any other means, briefly describe the same along-with action taken to mitigate the same.**

Not applicable.

**3. Percentage of recycled or reused input material to total material (by value) used in production (for manufacturing industry) or providing services (for service industry).**

Not applicable.

**4. Of the products and packaging reclaimed at end of life of products, amount (in metric tonnes) reused, recycled, and safely disposed.**

Not applicable.

**5. Reclaimed products and their packaging materials (as percentage of products sold) for each product category.**

Not applicable.

**Principle 3 Businesses should respect and promote the well-being of all employees, including those in their value chains**

**ESSENTIAL INDICATORS**

**1. Details of measures for the well-being of employees**

Category	Total (A)	% of employees covered by									
		Health insurance		Accident insurance		Maternity benefits		Paternity benefits		Day care facilities	
		No. (B)	% (B/A)	No. (C)	% (C/A)	No. (D)	% (D/A)	No. (E)	% (E/A)	No. (F)	% (F/A)
<b>PERMANENT EMPLOYEES</b>											
Male	285	285	100%	285	100%	-	-	7	2%	-	-
Female	68	68	100%	68	100%	5	7%	-	-	-	0%
<b>Total</b>	<b>353</b>	<b>353</b>	<b>100%</b>	<b>353</b>	<b>100%</b>	<b>5</b>	<b>7%</b>	<b>7</b>	<b>2%</b>	<b>-</b>	<b>-</b>
<b>OTHER THAN PERMANENT EMPLOYEES</b>											
Male	44	44	100%	44	100%	-	-	-	-	-	-
Female	13	13	100%	13	100%	-	-	-	-	-	-
<b>Total</b>	<b>57</b>	<b>57</b>	<b>100%</b>	<b>57</b>	<b>100%</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>

**2. Details of retirement benefits for the Current and Previous Financial Year.**

Benefits	FY24 (Current Financial Year)		FY23 (Previous Financial Year)	
	No. of employees covered as a % of total employees	Deducted and deposited with the authority (Y/N/N.A.)	No. of employees covered as a % of total employees	Deducted and deposited with the authority (Y/N/N.A.)
<b>PF</b>	85.1%	Y	81.2%	Y
<b>Gratuity</b>	99.7%	Y	99.7%	Y
<b>Employee State Insurance (ESI)</b>	-	Not applicable	-	Not applicable
<b>Others</b>	-	-	-	-

**3. Accessibility of workplaces**

**Are the premises / offices of the entity accessible to differently abled employees and workers, as per the requirements of the Rights of Persons with Disabilities Act, 2016? If not, whether any steps are being taken by the entity in this regard.**

Yes, there is a provision for ramp, wheelchair, and cloakroom for differently abled people.

**4. Does the entity have an equal opportunity policy as per the Rights of Persons with Disabilities Act, 2016? If so, provide a web-link to the policy.**

Yes, Equal Opportunity Policy is available on the Company’s intranet portal.

**5. Return to work and retention rates of permanent employees that took parental leave.**

Gender	Permanent Employees	
	Return to work rate	Retention rate
Male	100%	100%
Female	100%	100%
<b>Total</b>	<b>100%</b>	<b>100%</b>

Business Responsibility & Sustainability Report (Contd.)

**6. Is there a mechanism available to receive and redress grievances for the following categories of employees? If yes, give details of the mechanism in brief.**

Particulars	Yes/No (If yes, then give details of the mechanism in brief)
Permanent Employees	Yes
Other than Permanent Employees	

The Company has believed in open and transparent communication. Employees are encouraged to share their concerns with their department heads, HR or the members of the senior management. The Whistle blower Policy provides a formal platform for sharing grievances on various matters. New recruits are also sensitised on the whistle blower mechanism during the employee induction programme.

The Company has a Policy on Prevention, Prohibition and Redressal of Sexual Harassment of Women at the Workplace and has an Internal Complaints Committee (ICC) in compliance with the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013. The policy on the same is available on the Company’s website. Members of the Company’s ICC are responsible for conducting inquiries pertaining to such complaints. The Company on a regular basis sensitises its employees on the prevention of sexual harassment at the workplace through workshops, group meetings, online training modules and awareness programmes which are held on a regular basis.

Human Rights Policy is available on Company’s website under Corporate Governance section of Investor Relations (<https://www.mcxindia.com/investor-relations/corporate-governance>).

**7. Membership of employees in association(s) or Unions recognized by the Listed entity:**

Nil

**8. Details of training given to employees: (As on 31<sup>st</sup> March 2024).**

Category	FY24 (Current Financial Year)					FY23 (Previous Financial Year)				
	Total (A)	On health and safety measures		On skill up gradation		Total (A)	On health and safety measures		On skill up gradation	
		No. (B)	% (B/A)	No. (C)	% (C/A)		No. (B)	% (B/A)	No. (C)	% (C/A)
<b>EMPLOYEES</b>										
Male	329	33	10	232	71	313	99	31%	177	56%
Female	81	12	15	68	84	65	28	43%	51	78%
<b>Total</b>	<b>410</b>	<b>45</b>	<b>11</b>	<b>300</b>	<b>73</b>	<b>378</b>	<b>127</b>	<b>34%</b>	<b>228</b>	<b>60%</b>

**9. Details of performance and career development reviews of employees**

Category	FY24 (Current Financial Year)			FY23 (Previous Financial Year)		
	Total (A)	No. (B)	% (B/A) *	Total (C)	No. (D)	% (D/C) *
<b>EMPLOYEES</b>						
Male	329	260	79%	313	240	77%
Female	81	64	79%	65	57	88%
<b>Total</b>	<b>410</b>	<b>324</b>	<b>79%</b>	<b>378</b>	<b>297</b>	<b>79%</b>

\*As per Performance Management Policy of the Company, all employees on the Company’s rolls as on 30<sup>th</sup> September are only eligible for annual performance assessment.

**10. Health and safety management system:**

**a. Whether an occupational health and safety management system has been implemented by the entity? (Yes/ No). If yes, the coverage such system?**

Owing to the nature of the business, per se there are no occupational health and safety risks. For safety measures Company provides fire safety training to its employees and conducts evacuation drill. The Company has guidelines to ensure safety of its employees and property.

The Company has on-boarded a doctor, who visits the office premises daily. Further the doctor also provides online consultation in case of any urgency. The employees are also provided with an annual medical check-up facility.

**b. What are the processes used to identify work-related hazards and assess risks on a routine and non-routine basis by the entity?**

There are no direct work-related hazards affecting the daily routine of employees. Company carry out fire safety and electrical safety audit on annual basis to mitigate any risk. Company carry out Air Quality Test, Water Test, Noise Test etc.

**c. Whether you have processes for workers to report the work-related hazards and to remove themselves from such risks. (Y/N)**

Not applicable.

**d. Do the employees have access to non-occupational medical and healthcare services? (Yes/ No)**

The Company has on-boarded a doctor, who visits the office premises daily. Further the doctor also provides online consultation in case of any urgency. The employees are also provided with an annual medical check-up facility at various locations.

**11. Details of safety related incidents of employees:**

Safety Incident/Number	FY24 (Current Financial Year)	FY23 (Previous Financial Year)
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	-	-
Total recordable work-related injuries	-	-
No. of fatalities	-	-
High consequence work-related injury or ill-health (excluding fatalities)	-	-

**12. Describe the measures taken by the entity to ensure a safe and healthy workplace.**

The Company assesses the health, safety, and environmental performance of its offices. All employees are given fire safety training including evacuation drill. Fire drills and audits are conducted in the office premises to ensure maintenance of safety standards.

Safety at the workplace is one of the highest priorities. Systems have been established, including work permits, training, LOTO (lockout / tagout), safety inspections, operational controls, monitoring, audits and assessments. Gaps, learnings, deviations and findings, if any, are identified, controls implemented and tracked for effective closure. A process for incident management exists including incident reporting, investigation and implementation of appropriate corrective measures.

Business Responsibility & Sustainability Report (Contd.)

**13. Number of complaints on the following made by employees:**

	FY24 (Current Financial Year)			FY23 (Previous Financial Year)		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Working conditions	Nil	Nil	-	Nil	Nil	-
Health and safety	Nil	Nil	-	Nil	Nil	-

**14. Assessments for the year:**

	% Of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Health and safety practices	100%
Working Conditions	-

**15. Provide details of any corrective action taken or underway to address safety-related incidents (if any) and on significant risks / concerns arising from assessments of health and safety practices and working conditions.**

Not applicable.

**LEADERSHIP INDICATORS**

**1. Does the entity extend any life insurance or any compensatory package in the event of death of Employees (Y/N).**

Yes. The Company extends support to families in the event of an employee’s death. This includes Term Life Cover, and Retiral benefits (PF, gratuity, and Employees Deposit Linked Insurance Scheme).

In the event of death, gratuity is paid even if the employee had not completed five years of continuous service with the Company.

An opportunity of employment is also extended to the spouse or age eligible child of the deceased employee on case-to-case basis.

**2. Provide the measures undertaken by the entity to ensure that statutory dues have been deducted and deposited by the value chain partners.**

Yes. The Company is compliant with respect to deduction of statutory dues of employees towards income tax, provident fund, professional tax, etc. as applicable from time to time. Value chain partners (vendors) are equally responsible to comply as per the contract with the Company. The Company has statutory and internal audit mechanism to ensure the above.

**3. Provide the number of employees having suffered high consequence work-related injury / ill-health / fatalities (as reported in Q11 of Essential Indicators above), who have been rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment:**

	Total no. of affected employees		No. of employees that are rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment	
	FY24	FY23	FY24	FY23
Employees	Not applicable. There were no work-related injuries.			



**4. Does the entity provide transition assistance programmes to facilitate continued employability and the management of career endings resulting from retirement or termination of employment? (Yes/No)**

No

**5. Details on assessment of value chain partners:**

	% Of value chain partners (by value of business done with such partners) that were assessed
Health and safety practices	-
Working conditions	

**6. Provide details of any corrective actions taken or underway to address significant risks/ concerns arising from assessments of health and safety practices and working conditions of value chain partners.**

No corrective actions pertaining to Question 5 was necessitated by the Company during the year under review.

**Principle 4 Businesses should respect the interests of and be responsive to all its Stakeholders**

**ESSENTIAL INDICATORS**

**1. Describe the processes for identifying key stakeholder groups of the entity.**

The Company engages with myriad stakeholders and has mapped its key stakeholder’s viz. Members, Employees, Physical Market Participants, Shareholders and Investors, Regulatory Authorities, Suppliers/ Vendors, Communities and (NGOs) etc.

**2. List stakeholder groups identified as key for your entity and the frequency of engagement with each stakeholder group.**

Sr. No.	Stakeholder Group	Whether identified as Vulnerable & Marginalised Group (Yes/No)	Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website), Others	Frequency of engagement (Annually/ Half yearly/ Quarterly / others)	Purpose and scope of engagement including key topics and concerns raised during such engagement
1	Employees	No	Direct & other communication mechanisms	Ongoing	The Company follows an open-door policy
2	Shareholders/ Investors	No	Email, SMS, newspaper advertisement, notice board, website, Annual General Meetings, intimation to stock exchanges, annual/ quarterly financials, and investor meetings/ conferences	Ongoing	To stay abreast of developments in the Company
3	Customers	Yes	Multiple channels – physical and digital	Ongoing	Separate investor grievance mechanism is in place for addressing any concerns/ issues
4	Channel Partners and Key partners	No	Multiple channels – physical and digital	Ongoing	Helps to increase reach and enhance business
5	Regulators	No	Email, one-on-one meetings, conference calls, video-conference calls.	Ongoing	Discussions with regard to various regulations and amendments, inspections, approvals
6	Communities and NGOs	Yes	Directly/indirectly	Ongoing	Support socially high impact projects

## Business Responsibility & Sustainability Report (Contd.)

### LEADERSHIP INDICATORS

- 1. Provide the processes for consultation between stakeholders and the Board on economic, environmental, and social topics or if consultation is delegated, how is feedback from such consultations provided to the Board.**

The Company has always maintained that a constant and proactive engagement with key stakeholders enables the Company to better communicate its strategies and performance. A continuous engagement helps align expectations, thereby enabling the Company to better serve its stakeholders. The Board is kept abreast on various developments and feedback on the same is sought from the Directors.

- 2. Whether stakeholder consultation is used to support the identification and management of environmental, and social topics (Yes / No). If so, provide details of instances as to how the inputs received from stakeholders on these topics were incorporated into policies and activities of the entity.**

No

- 3. Provide details of instances of engagement with, and actions taken to, address the concerns of vulnerable/marginalized stakeholder groups.**

The Company's representatives always hear and address the concerns of the communities with an approach and mindset to resolve the issue. It completely depends on the nature of projects and implementation models through which the mitigation process is decided.

The Company's CSR activities focus on the disadvantaged, vulnerable and marginalised segments of society. Kindly refer to the Annual Report on Corporate Social Responsibility Activities at <https://www.mcxindia.com/about-us/csr>

### Principle 5 Businesses should respect and promote Human Rights

#### ESSENTIAL INDICATORS

- 1. Employees who have been provided training on human rights issues and policy.**

Category	FY24 (Current Financial Year)			FY23 (Previous Financial Year)		
	Total (A)	No. of employees covered (B)	% (B/A)	Total (C)	No. of employees covered (D)	% (D/C)
<b>EMPLOYEES</b>						
Permanent	353	135	38%	333	224	67%
Other than permanent	57	42	74%	45	33	73%
<b>Total Employees</b>	<b>410</b>	<b>177</b>	<b>43%</b>	<b>378</b>	<b>257</b>	<b>68%</b>

The Company is an equal opportunity employer. It does not differentiate over caste, religion, or gender. The Company does not engage child labour on rolls nor on third party. The Company provides a harassment free work environment. Equal Opportunity Policy and HR manual are available on intranet. Human Rights Policy is available on Company's website under Corporate Governance section (<https://www.mcxindia.com/investor-relations/corporate-governance>).

**2. Details of minimum wages paid to employees:**

Category	FY24 (Current Financial Year)					FY23 (Previous Financial Year)				
	Total (A)	Equal to Minimum Wage		More than Minimum Wage		Total (D)	Equal to Minimum Wage		More than Minimum Wage	
		No. (B)	% (B/A)	No. (C)	% (C/A)		No. (E)	% (E/D)	No. (F)	% (F/D)
<b>EMPLOYEES</b>										
<b>Permanent</b>	353					333				
Male	285	-	-	285	100%	270	-	-	270	100%
Female	68	-	-	68	100%	63	-	-	63	100%
<b>Other than Permanent</b>	57	-	-	57	100%	45				
Male	44	-	-	44	100%	43	-	-	43	100%
Female	13	-	-	13	100%	2	-	-	2	100%

**3. Details of remuneration/salary: (As on 31<sup>st</sup> March 2024).**

	Male		Female	
	Number	Median remuneration/ salary/ wages of respective category	Number	Median remuneration / salary/ wages of respective category
Board of Directors (BOD)	9	Refer note	2	Refer note
Key Managerial Personnel (other than BOD)	21	57,00,000	4	52,21,000
Employees other than BOD and KMP*	308	11,75,000	77	10,20,000

Note: The ratio of remuneration of each director to the median remuneration of the employees of the Company for the FY23 and FY24 is 21.16% and 19.66% respectively. The aggregate value of salary and perquisites paid and payable to MD & CEO for FY23 and FY24 was ₹ 2,54,96,319/- and ₹ 2,55,58,121/- respectively. For further details please refer the Annual Report FY23-24.

**4. Do you have a focal point (Individual/ Committee) responsible for addressing human rights impacts or issues caused or contributed to by the business? (Yes/No)**

Yes. As per the Human Rights Policy, the Redressal Committee comprising of Chief Operating Officer (COO) and Chief Financial Officer (CFO) looks into the matters relating to human rights.

**5. Describe the internal mechanisms in place to redress grievances related to human rights issues.**

The Company is committed to providing equal opportunities to all individuals and is intolerant towards discrimination and / or harassment based on race, sex, nationality, ethnicity, origin, religion, age, disability, sexual orientation, gender identification and expression (including transgender identity), political opinion, medical condition, language as protected by applicable laws.

The Company has a Policy on Prevention, Prohibition and Redressal of Sexual Harassment of Women at the Workplace and has an Internal Complaints Committee (ICC) in compliance with the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013. Members of the Company's ICC are responsible for conducting inquiries pertaining to any complaint. The Company on a regular basis sensitises its employees on the prevention of sexual harassment at the workplace through workshops, group meetings, online training modules and awareness programme which are held on a regular basis. Human Rights Policy is available on Company's website under Corporate Governance section of Investor Relations (<https://www.mcxindia.com/investor-relations/corporate-governance>).

Business Responsibility & Sustainability Report (Contd.)

**6. Number of Complaints on the following made by employees:**

No complaints received.

	FY24 (Current Financial Year)			FY23 (Previous Financial Year)		
	Filed during the year	Pending resolution at the end of the year	Remarks	Filed during the year	Pending resolution at the end of the year	Remarks
Prevention of Sexual Harassment	Nil	Nil	-	Nil	Nil	-
Discrimination at workplace	Nil	Nil	-	Nil	Nil	-
Child Labour	Nil	Nil	-	Nil	Nil	-
Forced Labour/ Involuntary Labour	Nil	Nil	-	Nil	Nil	-
Wages	Nil	Nil	-	Nil	Nil	-
Other human rights related issues	Nil	Nil	-	Nil	Nil	-

**7. Complaints filed under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013, in the following format:**

	FY24 Current Financial Year	FY23 Previous Financial Year
Total Complaints reported under Sexual Harassment on of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 (POSH)	0	0
Complaints on POSH as a % of female employees / workers	NA	NA
Complaints on POSH upheld	NA	NA

**8. Mechanisms to prevent adverse consequences to the complainant in discrimination and harassment cases.**

As part of Whistle-blower Policy, Prevention, Prohibition and Redressal of Sexual Harassment of Women Policy and Human Rights Policy, the Company protects the identity of the complainant. All such matters are dealt with strict confidentiality.

**9. Do human rights requirements form part of your business agreements and contracts?**

Yes, in certain business agreements and contracts, where relevant.

**10. Assessments for the year**

	% Of offices that were assessed (by entity or statutory authorities or third parties)
Child labor	The Company is in compliance with the laws, as applicable
Forced/involuntary labor	
Sexual harassment	
Discrimination at workplace	
Wages	
Others	

**11. Provide details of any corrective actions taken or underway to address significant risks / concerns arising from the assessments at Question 9 above.**

No corrective action pertaining to Question 9 was necessitated by the Company during the year under review.

**LEADERSHIP INDICATORS**

**1. Details of a business process being modified/ introduced as a result of addressing human rights grievances/ complaints.**

None.

**2. Details of the scope and coverage of any human rights due diligence conducted.**

As above

**3. Is the premise/office of the entity accessible to differently abled visitors, as per the requirements of the Rights of Persons with Disabilities Act, 2016?**

Yes, there is provision for ramp, wheelchair, and cloakroom for differently abled people.

**4. Details on assessment of value chain partners**

	<b>% Of value chain partners (by value of business done with such partners) that were assessed</b>
Sexual Harassment	
Discrimination at workplace	
Child Labour	
Forced Labour /Involuntary Labour	The Company expects its value chain partners to adhere to the same values, principles and business ethics upheld by it in all their dealings.
Wages	
Others	

**5. Provide details of any corrective actions taken or underway to address significant risks / concerns arising from the assessments at Question 4 above.**

No corrective action pertaining to Question 4 was necessitated by the Company during the year under review.

**Principle 6 Businesses should respect and make efforts to protect and restore the environment**

**ESSENTIAL INDICATORS**

**1. Details of total energy consumption (in Joules or multiples) and energy intensity, in the following format:**

<b>Parameter</b>	<b>FY24 (Current Financial Year)</b>	<b>FY23 (Previous Financial Year)</b>
<b>From renewable sources</b>		
Total electricity consumption (A)	-	-
Total fuel consumption (B)	-	-
Energy consumption through other sources (C)	-	-
Total energy consumed from renewable sources (A+B+C)	-	-
<b>From non-renewable sources</b>		
Total electricity consumption (D)	11300170 Mega Joules	9756331 Mega Joules
Total fuel consumption (E)	30 Mega Joules	62 Mega Joules
Energy consumption through other sources (F)		-

Business Responsibility & Sustainability Report (Contd.)

Parameter	FY24 (Current Financial Year)	FY23 (Previous Financial Year)
<b>Total energy consumed from non-renewable sources (D+E+F)</b>	11300200 Mega Joules	9756393 Mega Joules
<b>Total energy consumed (A+B+C+D+E+F)</b>	11300200 Mega Joules	9756393 Mega Joules
<b>Energy intensity per rupee of turnover</b> (Total energy consumed / Revenue from operations)	1683	1871
<b>Energy intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP)</b> (Total energy consumed / Revenue from operations adjusted for PPP)	1683	1871
<b>Energy intensity in terms of physical output</b>	1683	1871
Energy intensity (optional) – the relevant metric may be selected by the entity		NA

**Note:** Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency.

No

2. **Does the entity have any sites / facilities identified as designated consumers (DCs) under the Performance, Achieve and Trade (PAT) Scheme of the Government of India? (Y/N) If yes, disclose whether targets set under the PAT scheme have been achieved. In case targets have not been achieved, provide the remedial action taken, if any.**

Not applicable.

3. **Provide details of the following disclosures related to water, in the following format:**

Parameter	FY24 (Current Financial Year)	FY23 (Previous Financial Year)
<b>Water withdrawal by source (in kilolitres)</b>		
(i) Surface water	7308	3507
(ii) Groundwater	2584	4008
(iii) Third party water		
(iv) Seawater / desalinated water		-
(v) Others		-
Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)	9892	7515
<b>Total volume of water consumption (in kilolitres)</b>	9892	7515
<b>Water intensity per rupee of turnover (Water consumed / turnover)</b>	0.001	0.001
<b>Water intensity per rupee of turnover</b> (Total water consumption / Revenue from operations)		
<b>Water intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP)</b> (Total water consumption / Revenue from operations adjusted for PPP)		
<b>Water intensity in terms of physical output</b>		
<b>Water intensity</b> (optional) – the relevant metric may be selected by the entity		

**Note:** Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency?

**4. Provide the following details related to water discharged:**

Parameter	FY24 (Current Financial Year)	FY23 (Previous Financial Year)
<b>Water discharge by destination and level of treatment (in kilolitres)</b>		
<b>(i) To Surface water</b>		
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
<b>(ii) To Groundwater</b>		
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
<b>(iii) To Seawater</b>		
- No treatment	7699	6463
- With treatment – please specify level of treatment	-	-
<b>(iv) Sent to third parties</b>		
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
<b>(v) Others</b>		
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
<b>Total water discharged (in kilolitres)</b>	<b>7699</b>	<b>6463</b>

**Note:** Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency?

**5. Has the entity implemented a mechanism for Zero Liquid Discharge? If yes, provide details of its coverage and implementation.**

No.

**6. Please provide details of air emissions (other than GHG emissions) by the entity, in the following format:**

Not applicable.

**7. Provide details of greenhouse gas emissions (Scope 1 and Scope 2 emissions) & its intensity.**

Parameter	Unit	FY24 (Current Financial Year)	FY23 (Previous Financial Year)
Total Scope 1 emissions (Break-up of the GHG into CO2, CH4, N2O, HFCs, PFCs, SF6, NF3, if available)	Metric tonnes of CO2 equivalent	-	-
Total Scope 2 emissions (Break-up of the GHG into CO2, CH4, N2O, HFCs, PFCs, SF6, NF3, if available)	Metric tonnes of CO2 equivalent	1359 Metric ton	1173 Metric ton
<b>Total Scope 1 and Scope 2 emissions per rupee of turnover</b>		<b>0.000202</b>	<b>0.00022</b>

**Note:** Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency?

No

Business Responsibility & Sustainability Report (Contd.)

**8. Does the entity have any project related to reducing Green House Gas emission? If yes, then provide details.**

No.

**9. Provide details related to waste management by the entity:**

Parameter (in metric tonnes)	FY24 (Current Financial Year)	FY23 (Previous Financial Year)
<b>Total Waste generated (in metric tonnes)</b>		
Plastic waste (A)	0.151	0.09
E-waste recycled (B)	0.0044	0.7
Bio-medical waste (C)		-
Construction and demolition waste (D)		-
Battery waste (E)	0.14	0.14
Radioactive waste (F)		-
Other Hazardous waste. Please specify, if any. (G)	0.162	0.19
Other Non-hazardous waste generated (H). (Break-up by composition i.e. by materials relevant to the sector)	5.084	4.23
<b>Total (A+B + C + D + E + F + G + H)</b>	<b>5.54</b>	<b>5.35</b>
<b>For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tonnes)</b>		
<b>Category of waste</b>		
(i) Recycled	<b>5.54</b>	<b>5.35</b>
(ii) Re-used		-
(iii) Other recovery operations		-
<b>Total</b>	<b>5.54</b>	<b>5.35</b>
<b>For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)</b>		
<b>Category of waste</b>		
(i) Incineration	-	-
(ii) Landfilling	-	-
(iii) Other disposal operations	-	-
<b>Total</b>	-	-

**Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency.**

No

**10. Briefly describe the waste management practices adopted in your establishments. Describe the strategy adopted by your Company to reduce usage of hazardous and toxic chemicals in your products and processes and the practices adopted to manage such wastes.**

The Company segregates the daily waste as per municipal norms and the same is cleared on daily basis. All Hazardous and Non-Hazardous wastes are segregated and disposed off through recycling agency approved by State Pollution Control Board (SPCB). Lithium Ion Battery is used for UPS, which has a life of 10 years and this minimizes the battery waste. All cleaning chemicals are environment friendly and purchased from approved manufacturers only.



**11. If the entity has operations/offices in/around ecologically sensitive areas (such as national parks, wildlife sanctuaries, biosphere reserves, wetlands, biodiversity hotspots, forests, regulation zones etc.) where environmental approvals / clearances are required, please specify details.**

No.

**12. Details of environmental impact assessments of projects undertaken by the entity based on applicable laws, in the current financial year.**

Not applicable

**13. Is the entity compliant with the applicable environmental law/ regulations/ guidelines in India, such as the Water (Prevention and Control of Pollution) Act, Air (Prevention and Control of Pollution) Act, and Environment Protection Act and Rules there under (Y/N). If not, provide details of all such non-compliances.**

Yes

**LEADERSHIP INDICATORS**

**1. Water withdrawal, consumption, and discharge in areas of water stress (in kiloliters)**

**For each facility / plant located in areas of water stress, provide the following information:**

**(i) Name of the area**

**(ii) Nature of operations**

**(iii) Water withdrawal, consumption, and discharge**

Not applicable (None of the Company’s offices are in water stressed area)

**2. Please provide details of total Scope 3 emissions & its intensity:**

Not applicable.

**3. With respect to the ecologically sensitive areas reported at Question 11 of Essential Indicators above, provide details of significant direct & indirect impact of the entity on biodiversity in such areas along-with prevention and remediation activities.**

Not applicable.

**4. If the entity has undertaken any specific initiatives or used innovative technology or solutions to improve resource efficiency, or reduce impact due to emissions / effluent discharge / waste generated, please provide details of the same as well as outcome of such initiatives:**

Sr. No	Initiative undertaken	Details of the initiative (Web-link, if any, may be provided along-with summary)	Outcome of the initiative
01	Your Company has installed Retrofit Emission Control Device (RECD) on DG sets which will capture the particulate matter (PM) and reduces the emissions during the DG operation.	Retrofit Emission Control Device (RECD) is an equipment which is installed in place of the traditional exhaust system. RECD has an oxidation chamber which captures unburnt Hydrocarbon and due to oxidation convert it to water and carbon dioxide. The Passive regenerative trap captures the particulate matter (PM) and reduce the emission of PM particles. This will improve the air quality.	After installation of RECD we tested and found that the particulate matter (PM) was reduced by 86%. RECD captures the PM and further lowers the emissions compared to old one. And, thus contributes to the clean air initiative. Moreover the RECD has long life of 10 years and do not run on any power which also saves energy.

## Business Responsibility & Sustainability Report (Contd.)

**5. Does the entity have a business continuity and disaster management plan? Give details in 100 words/ web link.**

The Organisation has in place Business Continuity Plan and Disaster Recovery (BCP-DR) Policy and Business Continuity Plan to minimize the impact of any unexpected occurrence or disaster; not only to business, but also to the entire organization and its people and to restore services to the widest extent possible in minimum period.

The Business Continuity and Disaster Management plan addresses various types of contingencies. This plan identifies the action plan and responsibilities of various teams within the organization to restore operations in the event of a disaster.

**6. Disclose any significant adverse impact to the environment, arising from the value chain of the entity. What mitigation or adaptation measures have been taken by the entity in this regard.**

Not applicable

**7. Percentage of value chain partners (by value of business done with such partners) that were assessed for environmental impacts.**

Not applicable

**Principle 7 Businesses, when engaging in influencing public and regulatory policy, should do so in a manner that is responsible and transparent.**

### ESSENTIAL INDICATORS

1. a. **Number of affiliations with trade and industry chambers/ associations.**
- b. **List the top 10 trade and industry chambers/ associations (determined based on the total members of such body) the entity is a member of/affiliated to:**

S. No.	Name of the trade and industry chambers / associations	Reach of trade and industry chambers/ associations (State/National)
1.	International Organization of Securities Commissions (IOSCO)	International

2. **Provide details of corrective action taken or underway on any issues related to anti- competitive conduct by the entity, based on adverse orders from regulatory authorities.**

Not Applicable

### LEADERSHIP INDICATORS

1. **Details of public policy positions advocated by the entity.**

S. No.	Public policy advocated	Method resorted for such advocacy	Whether information available in public domain? (Yes/No)	Frequency of Review by Board (Annually/ Half yearly/ Quarterly / Others)	Web Link, if available
1.	Regulatory and economic reforms with the objective of deepening the Indian Commodity derivatives market	Through Industry associations, joint representation with peer exchanges, sharing findings of evidence-based research with regulator/ policymakers	Findings of evidence-based research available on the Company's website	As and when required	<a href="https://www.mcxindia.com/investor-relations/corporate-governance">https://www.mcxindia.com/investor-relations/corporate-governance</a>

**Principle 8 Businesses should promote inclusive growth and equitable development.**

**Essential Indicators**

- 1. Details of Social Impact Assessments (SIA) of projects undertaken by the entity based on applicable laws, in the current financial year.**

Not applicable.

- 2. Provide information on project(s) for which ongoing Rehabilitation and Resettlement (R&R) is being undertaken by your entity.**

Not applicable.

- 3. Describe the mechanisms to receive and redress grievances of the community.**

The Company has mechanism to receive and redress grievances of various stakeholders. General Grievance Redressal Policy is available on the Company’s website under Corporate Governance section of Investor Relations (<https://www.mcxindia.com/investor-relations/corporate-governance>).

- 4. Percentage of input material (inputs to total inputs by value) sourced from suppliers.**

Particulars	FY24 (Current Financial Year)	FY23 (Previous Financial Year)
Directly sourced from MSMEs/ small producers	11%	27%
Sourced directly from within the district and neighbouring districts	96%	73%

- 5. Job creation in smaller towns – Disclose wages paid to persons employed (including employees or workers employed on a permanent or non-permanent / on contract basis) in the following locations, as % of total wage cost.**

Not Applicable

**LEADERSHIP INDICATORS**

- 1. Provide details of actions taken to mitigate any negative social impacts identified in the Social Impact Assessments (Reference: Question 1 of Essential Indicators above)**

Not Applicable.

- 2. Provide the following information on CSR projects undertaken by your entity in designated aspirational districts as identified by government bodies.**

None.

- A) Do you have a preferential procurement policy where you give preference to purchase from suppliers comprising marginalized /vulnerable groups? (Yes/No)**

No.

- B) From which marginalized /vulnerable groups do you procure?**

Not applicable

- C) What percentage of total procurement (by value) does it constitute?**

Not applicable

## Business Responsibility & Sustainability Report (Contd.)

**4. Details of the benefits derived and shared from the intellectual properties owned or acquired by your entity (in the current financial year), based on traditional knowledge:**

Not applicable.

**5. Details of corrective actions taken or underway, based on any adverse order in intellectual property related disputes wherein usage of traditional knowledge is involved.**

No corrective action pertaining to Question 4 was necessitated by the Company during the year under review.

**6. Details of beneficiaries of CSR Projects**

S. No.	CSR Project	No. of persons benefitted from CSR projects	% Of beneficiaries from vulnerable and marginalized groups
1.	Scholarships to under privileged girl students to pursue Nursing courses and other courses of regular discipline	30+	100%
2.	Destitute women are provided medical related Services	2000+	100 %
3.	Providing modified school bus to disabled students of some NGOs to travel from their respective villages to centres.	270+	95%
4	Skill Development program for Tribal women and Disabled person	180+	90%

**Principle 9 Businesses should engage with and provide value to their consumers in a responsible manner**

**ESSENTIAL INDICATORS**

**1. Describe the mechanisms in place to receive and respond to consumer complaints and feedback.**

**Members:**

The Company has a mechanism in place to handle grievances/ complaints/ queries raised by any of the customers (members) through its Customer Service and Quality (CSQ) desk. CSQ department plays an important role in providing voice support on dedicated landlines and giving email support to members and market participants. Additionally, the CSQ department provides support to all the members and market participants through Online Chat.

Under CSQ desk, the Company sorts queries/ complaints/ suggestions under following categories:

- i. Queries: Calls/Emails, which do not hamper trading activities of the Member.
- ii. Complaints: Calls/Emails pertaining to issues which hamper trading activities of the Member.
- iii. Suggestions: Calls/Emails pertaining to suggestion or improvement required in the Company's Operations.

**Investors (Client):**

Investors/Clients can approach the Investor Services Department of the Company for redressal of their grievance against the registered Members of the Company. Investors/ Clients may lodge complaints in the format prescribed along with supporting documents/ by sending an email to [grievance@mcxindia.com](mailto:grievance@mcxindia.com) / submitting their complaint to the nearest Investor Service Centre.

Investor can file complaint through SCORES Portal (<https://scores.sebi.gov.in/>).

After exhausting all above options for resolution of the grievance, if the investor/client is still not satisfied with the outcome, he/she may initiate dispute through the SMARTODR Portal - by clicking on <https://smartodr.in/>.

Generally, the complaints which falls within the purview of the Company are taken up for resolution by the Company. Details of the same are also provided on the Company's website.

**Arbitration:**

Arbitration is a quasi-judicial process of settlement of disputes between Members and their clients/investors. Arbitration aims at quicker resolution of the disputes. When either of the party is not satisfied with the complaint resolution process or the complaint is not resolved amicably between parties, the parties may choose the route of Arbitration as per Rules, Byelaws and Business Rules of the Company.

**Appellate Arbitration:**

A party aggrieved by an Arbitral Award may appeal\* to the Appellate panel of Arbitrators of the Company against such Award.

*\* Applicable only for matters or references under consideration of the IGRC or in arbitration (sole, panel or arbitration) up to 15<sup>th</sup> August 2023.*

The investor (client) grievance redressal mechanism is in accordance with the SEBI guidelines and details are made available on Company’s website. Grievance Redressal Policy for Customers (Members and Clients) is available on Company’s website under Corporate Governance section of Investor Relations (<https://www.mcxindia.com/investor-relations/corporate-governance>).

**Member’s feedback**

The Company rolls out an online annual feedback survey through its CSQ department to all its members, encompassing service standards of various departments of the Company. The feedback mechanism is used to derive a Customer Satisfaction Index both at an overall Company level as well as at individual department level. The CSQ department monitors trends and seeks an Action Taken Report from all the department heads based on the feedback, concerns and suggestions shared by members. On the basis of the feedback, corrective actions are taken to better serve the members and information is shared with the senior management and incorporated in the FAQs that are updated on the Company’s website, as and when required.

The Company constituted a Member Advisory Committee chaired by the Chairman of the Board. The Committee meetings are conducted to interact with and gather feedback from members on various issues related to non-regulatory, as well as, operational matters including product design, technology, charges, and levies, etc.

**Physical market participant’s feedback:**

The Company also constituted commodity specific Product Advisory Committee (PAC) comprising of members from the physical value chain of the commodity and other stakeholders. The Committee gives its feedback on various aspects pertaining to the product including design, contract specifications, delivery, etc.

**2. Turnover of products and/ services as a percentage of turnover from all products/service that carry information about:**

	As a percentage to total turnover
Environmental and social parameters relevant to the product	
Safe and responsible usage	Not applicable to our products and services
Recycling and/or safe disposal	

**3. Number of consumer complaints in respect of data privacy, advertising, cyber security, delivery of essential services, restrictive trade practices, unfair trade practices, others:**

No complaints received during FY23-24

## Business Responsibility & Sustainability Report (Contd.)

**4. Details of instances of product recalls on account of safety issues:**

Not applicable

**5. Does the entity have a framework/ policy on cyber security and risks related to data privacy? (Yes/No) If available, provide a web-link of the policy.**

Yes. Cyber Security and Cyber Resilience Policy is available on the Company's intranet portal.

**6. Provide details of any corrective actions taken or underway on issues relating to advertising and delivery of essential services; cyber security and data privacy of customers; re-occurrence of instances of product recalls; penalty/action taken by regulatory authorities on safety of products/services.**

**Product:** The commodity / product recall (delisting / non-renewal of contracts) is governed by the guidelines and policies laid down by the regulator, SEBI which is listed out in the circular no. SEBI/HO/CDMRD/DMP/CIR/P/2017/6 dated 20<sup>th</sup> January 2017. The primary reason for delisting / non-renewal of contracts is insufficient liquidity in contracts. There are no penalty/ actions taken by the regulatory authorities for the same.

**Cyber Security:** The Company has adopted a defence-in-depth strategy to ensure information security at all layers with well-defined Cyber Security and Cyber Resilience Policy. The Company's Information Security Policy is based on the ISO 27001 controls and is also ISO 27001 certified. To manage cyber security risk associated with processes, information, networks and systems, the Cyber Security and Cyber Resilience Policy of the Company includes the following:

- i) 'Identifying' critical IT assets and risks associated with such assets,
- ii) 'Protecting' assets by deploying suitable controls, tools, and measures,
- iii) 'Detecting' incidents, anomalies, and attacks through appropriate monitoring tools / processes,
- iv) 'Responding' by taking immediate steps after identification of the incident, anomaly or attack,
- v) 'Recovering' from incident through incident management, disaster recovery and business continuity framework.

The Company has also implemented 24/7 Cyber Security Operation Centre (C-SOC) for security monitoring and incident management. The Information Security Policy is documented and available on the Company's intranet.

**7. Provide the following information relating to data breaches:**

- a. **Number of instances of data breaches**
- b. **Percentage of data breaches involving personally identifiable information of customers**
- c. **Impact, if any, of the data breaches**

No such instances were reported during FY 23-24

### LEADERSHIP INDICATORS

**1. Channels / platforms where information on products and services of the entity can be accessed (provide web link, if available).**

[www.mcxindia.com](http://www.mcxindia.com)

**2. Steps taken to inform and educate consumers about safe and responsible usage of products and/or services.**

The Product Management team conducts awareness programs for the market participants, in which awareness is spread on safe and responsible usage of services including information on Do's and Don'ts.

The Company has also set up Multi Commodity Exchange Investor Protection Fund (IPF), to protect and safeguard the interest of investors/ clients, in respect of eligible/legitimate claims arising out of the default of a member on the Company. The interest income on investment of surplus funds of IPF is used for imparting investor/ client education, awareness, undertaking research activities or such other programs as may be specified by SEBI. For more details refer the Annual Report FY23-24.

**3. Mechanisms in place to inform consumers of any risk of disruption/ discontinuation of essential services.**

The Company has a comprehensive Business Continuity Plan (BCP) with capabilities to restore seamlessly the trading operations from the Disaster Recovery Site and has Real time data replication to Near Online Site facility to achieve near zero data loss. Besides, the Company has also implemented 24/7 Cyber Security Operation Centre (C-SOC) for security monitoring and incident management.

The Company keeps the market participants informed about disruption/ discontinuation, if any, of its services through various channels such as circulars, emails.

**4. Does the entity display product information on the product over and above what is mandated as per local laws? (Yes/No/Not applicable) If yes, provide details in brief. Did your entity carry out any survey with regard to consumer satisfaction relating to the major products / services of the entity, significant locations of operation of the entity or the entity as a whole? (Yes/No)**

Yes, apart from the contract specifications, which is mandatory as per regulatory norms, product information is also displayed in marketing materials on the website such as product leaflet, hedging brochure etc. Every year CSQ department does the online annual member feedback survey. The feedback mechanism is used to derive a Customer Satisfaction Index both at Company level and at individual department level.